

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTORS: David A. Selby
APPLICATION NO. As Yet Unassigned
FILED: Herewith
CASE: RSW920030089US1
TITLE: SYSTEM, METHOD, AND COMPUTER PROGRAM
PRODUCT FOR INCREASING THE EFFECTIVENESS OF
CUSTOMER CONTACT STRATEGIES

Certificate of Express Mailing

I certify that this document and fee is being deposited with the U.S. Postal Service as Express Mail Post Office to Addressee, Mailing Label No. EV399608248US, in an envelope addressed to the Commissioner for Patents, MAIL STOP PATENT APPLICATION, P.O. Box 1450, Alexandria, VA 22313-1450 on March 22, 2004.



Commissioner for Patents
MAIL STOP PATENT APPLICATION
P.O. Box 1450
Alexandria, VA 22313-1450

Information Disclosure Statement
Pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98

Sir:

Pursuant to Applicants' duty of disclosure set forth in 37 CFR §§1.56, 1.97 and 1.98, the following information is disclosed to aid the Examiner in his or her examination of the application. The inclusion of information in this Disclosure Statement and as set forth on the

Docket No. RSW920030089US1

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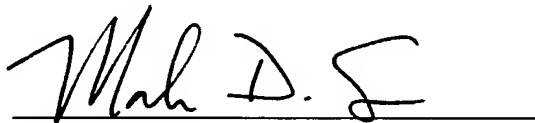
attached Forms PTO-1449 is not necessarily a concession that such information is prior art to the present invention or that such information is in an art area analogous to the present invention. A copy of the non-patent publication listed on the attached Forms PTO-1449 is submitted herewith.

It is respectfully requested that the Examiner initial Forms PTO-1449 and return a copy of same upon consideration of these publications.

Since this Information Disclosure Statement is being filed with a new application, no fee or certification is required.

Respectfully submitted,

Date 3/22/04

A handwritten signature in black ink, appearing to read "Mark D. Simpson", written over a horizontal line.

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Form PTO-1449 Modified List of Patents and Publications Cited by Applicant (Use several sheets if necessary) U.S. Department of Commerce Patent and Trademark Office			Docket No. RSW920030089US1		Application No. As Yet Unassigned	
			Applicant(s) David A. Selby			
			Filing Date Herewith		Group	
U.S. PATENT DOCUMENTS						
Examiner Initials		Document No.	Date	Name	Class	Subclass
	AA	2002/0116237 A1	08/22/2002	Cohen et al.	705	7
	AB	2002/0026342 A1	02/28/2002	Lane et al.	705	8
	AC	2002/0169654 A1	11/14/2002	Santos et al.	705	10
	AD	2002/0052775 A1	05/02/2002	Fisher, Jr. et al.	705	10
	AE	6,032,123	02/29/2000	Jameson	705	8
	AF	6,219,649	04/17/2001	Jameson	705	8
	AG	6,374,227	04/16/2002	Ye	705	8
	AH	6,321,207	11/20/2001	Ye	705	8
	AI	5,671,403	09/23/1997	Shekita et al.	395	603
	AJ					
FOREIGN PATENT DOCUMENTS						
Examiner Initials		Document No.	Date	Country	Translation	
					Yes	No
	AL					
	AM					
	AN					
	AO					
	AP					
	AQ					
Examiner			Date Considered			

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		Applicant(s) David A. Selby	
		Filing Date Herewith	Group
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)			
	AA	Greenwald and Boyan, "Bidding Algorithms for Simultaneous Auctions," EC'01, ACM (Oct, 2001)	
	AB		
	AC		
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	AH		
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	AK		
	AL		
Examiner		Date Considered	